

## **Procedure**

### **Responsibility Procedure**

## **Complaint**

### **All Staff and Board of Trustees**

#### **Anonymous complaints**

Anonymous complaints shall be disregarded.

#### **Verbal Complaints**

All verbal complaints should in the first instance be referred to the Principal who shall advise the complainant to submit the complaint in writing.

#### **Written Complaints**

All written complaints apart from those concerning school management issues whether addressed to the Principal or the Board of Trustees shall in the first instance be referred directly to the complaints Committee.

#### **The Principal**

The Principal will be responsible for complaints covering school management. All other complaints will be referred to the Board of Trustees.

So as to keep the Board informed, the Principal shall by report, produce a summary of all written complaints received since the last Board of Trustees meeting and any action taken in respect of the said complaint.

Upon receipt of a written signed complaint the Principal must ensure that the following occurs:

1. A school complaint record sheet will record the receipt and all action taken in respect of the complaint.
2. A letter is to be sent acknowledging receipt of the complaint.
3. A letter is to be sent to the subject of the complaint, advising:
  - That a complaint had been received
  - Name of complainant
  - Details of complaint
  - Procedure that BOT will follow
  - Entitled to all rights under the current collective employment contract – including right to request representation at any stage.
4. All documentation including the "School Complaint Record" will be presented to the Board of Trustees.

Upon presentation to the Board of Trustees, a complaints committee will be formed.

#### **The Complaints Committee**

The complaints committee will comprise three Board of Trustee members with the authority to co-opt one other member if required.

The committee will be constituted on an issue-by-issue basis.

The complaints committee will appoint a convener of the committee who will accept responsibility for all communication to the Board of Trustees.

The convener of the complaints committee will report to the Board on the action taken on all written complaints laid.

## Procedure

### The Complaints Committee

The complaints committee shall receive all documentation relating to the complaint.

The complaints committee shall:

- State the apparent problem
- Gather facts
- State the real problem to the Board of Trustees
- Develop courses of action – including the meeting with the complainant/staff receiving notice of complaint.
- Must act to ensure that there is no delay that could impact on resolution or progress of complaint.
- Recommend action to the Board of Trustees for all written complaints promptly, and must ensure that the complaint is formally received by the Board as soon as possible.
- Complete a written response to the complainant on the findings of the complaint and any action resulting from this.

### The Board of Trustees

The Board of Trustees will monitor action taken by the Complaints Committee.

Under some circumstances, in serious cases of misconduct identified or resulting from the complaint being investigated, it may be appropriate for the full Board to investigate the substance of complaints and take consequential action.

## Procedure Statement

The Board recognises that complaints can affect the rights and reputation of the person or persons implicated. All matters related to the complaint shall remain strictly confidential with all written information kept secure.

Should any staff member or board member improperly disclose information then the Principal or Board Chairperson shall consider if that person or persons are in breach of confidence and if further action is required. Any action that the Principal or Board Chairperson considers must be in terms of the applicable conditions contained in their contract of employment and any code of ethics or code of responsibility by which the staff or board member is bound.

The Board affirms that any resolution of complaint must be subject to due process, equity and fairness.

The Board may access support and advice from any agent it considers necessary, e.g. from NZSTA.